

DELAWARE TRANSIT CORPORATION

POSTING NO 087-2021

POSITION VACANCY POSTING

DATE OF POSTING April 19, 2021

CLOSING DATE May 3, 2021

METHOD OF APPLICATION: **Employment Application and Resume**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION AND RESUME TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. **MAY 3, 2021.**

POSITION #: 853

POSITION TITLE Employment Services Manager

PAY GRADE 18

PAY RANGE \$59,867 - \$74,834
(MINIMUM TO MIDPOINT)

LOCATION: Dover (Statewide Responsibilities) DEPARTMENT Human Resources

CLASSIFICATION: FULL TIME X PART-TIME

SCHEDULED HOURS: 8:00 AM – 4:30 PM

SCHEDULED DAYS: Monday -Friday

SUMMARY OF POSITION: The Employment Services Manager is responsible for the overall management of the following Human Resources functions for Delaware Transit Corporation (DTC); position classification, compensation, and recruitment/selection for exempt and non-exempt positions as well as those governed by collective bargaining agreements. The position is responsible for the development and management of a comprehensive recruitment strategy and the appropriate application of human resource theories and principles in compliance with all state/federal laws and regulations, internal policies, and procedures to accomplish the corporation's goals and objectives.

The application must specifically address the qualifications, skills and experience outlined in the position's job description.

JOB DESCRIPTION AND APPLICATIONS ARE AVAILABLE ON-LINE AT www.dartfirststate.com

DTC is an Equal Opportunity Employer. Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

Employment Services Manager

Department: Human Resources
Exemption Status: Exempt
Paygrade: 18

Reports to: Chief Human Resource Officer
Essential Position: No
Issue Date: 1/1/2020

JOB SUMMARY: The Employment Services Manager is responsible for the overall management of the following Human Resources functions for Delaware Transit Corporation (DTC); position classification, compensation, and recruitment/selection for exempt and non-exempt positions as well as those governed by collective bargaining agreements. The position is responsible for the development and management of a comprehensive recruitment strategy and the appropriate application of human resource theories and principles in compliance with all state/federal laws and regulations, internal policies, and procedures to accomplish the corporation's goals and objectives.

ESSENTIAL FUNCTIONS:

Position Specific:

- Develop and implement a comprehensive recruitment plan that meets the corporation's workforce development goals
- Coordinate participation in job fairs and other outreach events to support the recruitment of a talented and diverse workforce
- Manage all activities related to recruitment and selection; ensuring that good faith efforts are made to achieve the goals set forth in the current DTC EEO/AA Three Year Plan
- Develop and implement best practices and procedures to ensure a well-managed and equitable compensation and classification process
- Manage and develop record management processes regarding confidential information that is processed or retained as a permanent record including the destruction and archiving of files
- Direct and oversee the contract procurement process for functional areas and coordinate the oversight of consultants, vendors, and third-party administrators
- Administer the budget for functional areas and assist in developing the annual budget for functional areas
- Ensure the Human Resource Information System (HRIS) meets the needs of the unit

Technical Skills:

- Perform comprehensive job and salary analysis to determine equitable classification levels and compensation recommendations
- Maintain data, perform analysis, and prepare reports related to classification, compensation, and recruitment, retention, and other HR functions to ensure continuous improvement towards meeting departmental and corporate goals
- Analyze new or revised federal and state employment legislation to determine impact on current programs, policies and procedures and make recommendations as appropriate
- Prepare technical specifications, research, negotiate and evaluate vendor proposal contracts and manage vendor relationships

- Apply performance management principles to establish metrics that assist in identifying and analyzing issues and trends; assess impact and make recommendations to implement solutions

Collaboration:

- Collaborate with the executive leadership team to develop and implement strategic plans and to advance innovative and efficient solutions for the corporation
- Collaborate with and advise multiple levels of the organization to create a recruitment strategy that positively impacts the corporation's efforts to meet its goals
- Maintain effective working relationships with internal and external stakeholders
- Serve on a variety of committees as assigned

Management:

- Manage all levels of Employment Services' functions directly and through subordinate staff
- Oversee all activities including the training and development of support staff
- Develop, implement, and manage performance standards that promote a high level of customer service and are aligned with the goals of the corporation
- Foster a diverse and inclusive work environment

Policies:

- Review and update all applicable policies, provide employee awareness information, and facilitate training
- Develop, plan, design, and implement policies and procedures related to functional areas

Compliance:

- Ensure compliance with all applicable corporate, federal, state, and local mandates impacting employment services functions for the corporation

Performs other duties as requested by Senior Management

QUALIFICATIONS: The Employment Services Manager requires experience in the planning, organizing, coordinating, and implementing of employment services' functions in a large public sector organization with a complex mission. The incumbent requires a clear understanding of current trends and issues impacting Human Resources management and the principles of equitably applying job related criteria to job classifications and salary analyses. The ability to apply and implement recruitment strategies in a multi collective bargaining environment is required. A working understanding of quantitative methods of analysis and general auditing techniques is essential. The ability to manage the application of current and evolving information technology to the workload is also required.

SKILLS AND ABILITIES: Demonstrate strong motivational, time management, problem-solving and organizational skills. Ability to set priorities and present and speak publicly. Ability to be detail oriented. Ability to work independently under general supervision. Ability to exercise independent judgement and to keep information confidential. Ability to organize complex materials and manage multiple projects. Skills in building relationships with stakeholders.

COMPUTER SKILLS: Demonstrated proficiency in Microsoft Office software products specifically Excel, PowerPoint, and Word. Experience with an automated human resource information system, specifically PeopleSoft.

CUSTOMER SERVICE SKILLS: Strong interpersonal skills to foster teamwork and create positive connections with customers. Ability to establish and meet goals to increase efficiency improving customer service.

MINIMUM EDUCATION AND EXPERIENCE: Bachelor's degree in Human Resource administration or related field. Five (5) to eight (8) years of experience administering human resources functions in a large organization. Three (3) years' experience administering at least one of the following functional areas: Classification, Compensation Analysis, or Recruitment/Selection. Three (3) years' experience supervising staff.

REQUIRED CERTIFICATES/REGISTRATIONS: SHRM Certified Professional or equivalent professional Human Resource credential preferred.

LANGUAGE SKILLS: Excellent verbal and written communication skills. Ability to read, analyze and interpret common business journals, financial reports, and light legal documents. Ability to respond to inquiries. Ability to produce written and/or oral reports and to create and present information. Bilingual a plus.

MATHEMATICAL SKILLS: Ability to work with significant mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to maintain a level and appropriate business demeanor.

PHYSICAL CAPABILITIES: The physical capabilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: How much on-the-job time is spent in the following physical activities?

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		x		
Walk		x		
Sit			x	
Use hands to tap, grasp or toggle				x
Reach with hands and arms		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk or hear				x

Does this job require that weight be lifted, or force be exerted?

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		x		
Up to 25 pounds		x		
Up to 50 pounds	x			
Up to 100 pounds	x			
More than 100 pounds	x			

Does this job have any special vision requirements? No special vision requirements.

Does this job have any special hearing requirements? No special hearing requirements.

ENVIRONMENTAL CONDITIONS: The environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ♦ How much exposure to environmental conditions does this job require? **NONE**
 - ♦ How much noise is typical for the work environment of this job? **MODERATE**
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Note: This Job Description may not describe all the job responsibilities and standards assigned to this position. They may change from time to time.

Equal Employment Opportunity and Non-Discrimination Policy: Delaware Transit Corporation (DTC) affords equal opportunity to all employees and job applicants regardless of race, color, age, gender, religion, marital status, and sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.